

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5935
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 20, 2021

Subject: REVISION: Safety Recall N212328790-03
Front Passenger Airbag Takata Inflator – Priority Group 9
Customer Letter Added

Models: 2007–2014 Cadillac Escalade
2012–2014 Cadillac Escalade ESV
2012 Cadillac Escalade EXT
2007–2008, 2011–2012 Chevrolet Avalanche
2007–2014 Chevrolet Silverado 1500, Tahoe
2007–2012 Chevrolet Suburban
2008–2014 Chevrolet Silverado 2500/3500
2012 GMC Sierra 1500, Sierra 2500/3500, Yukon XL
2008, 2012 GMC Yukon

To: All General Motors Dealers

This bulletin has been updated to add the customer letter. Please discard all previous copies of N212328790.

Question and Answer Document (Q&A)

Attached to this message you will find an updated document that addresses the ten most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Customer Letter Mailing

The customer notification letter mailing for all vehicle owners in Priority Group 9 will begin the first week of October.

Global Warranty Management (GWM)

All vehicles involved in N212328790 Priority Group 9 will be marked “Open” on September 21, 2021 or sooner in the Required Field Action section on the Investigate Vehicle History (IVH) screen. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

END OF MESSAGE
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